

Kris Grasty – Director
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AUG 31 2009

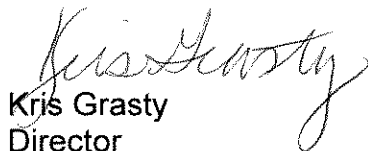
August 24, 2009

Ramon S. Lopez, Chief
Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Dear Mr. Lopez:

Attached is Kern County's Civil Rights Corrective Action Plan (CAP) in response to the review performed by Cindy Guzman on June 23-25, 2009. Kern County Aging and Adult Services has begun the process of rectifying the issues cited by Ms. Guzman in her review including those related to the building located at 5357 Truxtun Avenue, Bakersfield, CA. We have also been in contact with the Kern County Department of Human Services regarding the compliance issues related to the building they manage and operate at 1816 Cecil Avenue, Delano, CA. It is our understanding that they are working to resolve the issues that were identified at that location that are specific to the building, parking lot, and general signage. An electronic copy of this document has been forwarded to our Program Analyst, Cindy Guzman. If you have any questions, please contact me at (661) 868-1051.

Sincerely,


Kris Grasty
Director

A. Findings (Pages 4 – 5 of Civil Rights Compliance Review)

Signage, posters, pamphlets	Corrective Action Taken	Timeline	Responsible Person
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic, Laotian, Tagalog, Armenian and Cambodian?	<p>Pub 13 English and other languages brochures were re-stocked and placed in the lobby of the Truxtun Office. All copies are legible.</p> <p>The Delano office building is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving the issue.</p>	<p>Completed 8/17/09</p> <p>Ongoing</p>	<p>Lito Morillo – Completed</p> <p>DHS - Ongoing</p>
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English speaking clients translated into appropriate languages?	The building (based on Fig 4-6), which required the posting of instructional and directional signs, is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving.	<p>Completed 8/19/09</p> <p>Ongoing</p>	<p>Lito Morillo – Completed</p> <p>DHS - Ongoing</p>

B. Corrective Actions (Pages 5-6 of Civil Rights Compliance Review)

Informational Element	Corrective Action Taken	Timeline	Responsible Person
Distribution of CDSS' Pub 13	Kern County Aging and Adult Services will continue to ensure that the Pub 13 pamphlet is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility.	Completed and Ongoing	Lito Morillo
Translated Pub 13	Kern County Aging and Adult Services will continue to ensure that the current version of Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language.	Completed and Ongoing	Lito Morillo
Directional Signage	Kern County Aging and Adult Services will continue to ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English speaking clients, such signage shall be translated into appropriate languages.	Completed and Ongoing	Lito Morillo

A. Findings and Corrective Actions (Pages 7-11 of Civil Rights Compliance Review)

Facility Location: **1816 Cecil Avenue, Delano, CA**

Facility Element/Findings	Corrective Action Taken	Timeline	Responsible Person
<p>Parking – There is no unauthorized parking signage at entrance to off-street accessible parking.</p> <p>Parking – The clearance access aisle on passenger side of van space is too narrow at 60" wide. Refer to Picture (Fig. 7).</p>	<p>The building located at 1816 Cecil Avenue, Delano, CA., is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving the issue with the property management company and the building owners.</p>	<p>Completed 8/19/09</p> <p>Ongoing</p>	<p>Lito Morillo – Completed</p> <p>DHS - Ongoing</p>
<p>Exterior entrance – There are no accessible signage on the front right door entrance.</p> <p>Exterior entrance – There are no ISA signs non-glare finish, color contrast on the front right door entrance.</p> <p>Exterior entrance (Main front entrance door from outside) – Door pressure too high at 9lbs. on left side of double door, and 8lbs. on left side of double door, and 7lbs. on right side of double door.</p>	<p>The building located at 1816 Cecil Avenue, Delano, CA., is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving the issues.</p>	<p>Completed 8/19/09</p> <p>Ongoing</p>	<p>Lito Morillo – Completed</p> <p>DHS - Ongoing</p>

Facility Location: **1816 Cecil Avenue, Delano, CA**

Facility Element/Findings	Corrective Action Taken	Timeline	Responsible Person
Client lobby – directional and informational signage not in threshold languages. Refer to pictures (Fig 4-6).	The building located at 1816 Cecil Avenue, Delano, CA., is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving the issue.	Completed 8/19/09 Ongoing	Lito Morillo – Completed DHS - Ongoing
Women's Restroom – Door pressure excessive at 7lbs.	The building located at 1816 Cecil Avenue, Delano, CA., is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving the issue.	Completed 8/19/09 Ongoing	Lito Morillo – Completed DHS - Ongoing
Men's Restroom – Door pressure excessive at 7lbs.	The building located at 1816 Cecil Avenue, Delano, CA., is under the direction and control of the Department of Human Services. We have advised DHS of the corrective action required, and they are in the process of resolving the issue.	Completed 8/19/09 Ongoing	Lito Morillo – Completed DHS - Ongoing

Facility Location: **5357 Truxtun Avenue, Bakersfield CA**

Facility Element/Findings	Corrective Action Taken	Timeline	Responsible Person
Parking – There is no “no parking” painted on pavement in access aisles (letters min. 12” high). Refer to pictures (Fig 2).	Kern County Aging and Adult Services is working with the property management company to paint the words “No Parking” on the ground in each 5’ or 8’ loading and unloading access aisle in white letters no smaller than 12”	Completed by 10/30/09	Lito Morillo
Client Lobby – Pub 13 was not available in all required languages, and the ones provided were not legible due to faded ink. Refer to Pictures (Fig 3).	Pub 13 English and other languages brochures were re-stocked and placed in the lobby of the Truxtun Office. All copies are legible.	Completed 8/17/09	Lito Morillo
Unisex Restroom 1 st door on left – Accessible signage on door to high.	Kern County Aging and Adult will ensure the door sign and wall sign shall be 60” above the floor (measured from the floor to the center line of the sign).	Completed by 10/30/09	Mark Johnson
Unisex Restroom 1 st door on left – Door pressure excessive at 10lbs.	Interior door will have 5 lbs. maximum pressure. Kern County Aging and Adult will periodically check to ensure ongoing compliance.	Completed by 9/30/09 Ongoing	Mark Johnson
Unisex Restroom 1 st door on left – Soap dispenser too high at 43”.	Kern County Aging and Adult will ensure soap dispenser will be at a maximum height of 40” from the floor (measured from the floor to the bottom base of the dispenser).	Completed by 10/30/09	Mark Johnson
Unisex Restroom 1 st door on left – Mirror base too high at 42”	Kern County Aging and Adult will ensure mirror will be at a maximum height of 40” from the floor (measured from the floor to the bottom base of the mirror).	Completed By 10/30/09	Mark Johnson

Facility Location: **5357 Truxtun Avenue, Bakersfield CA**

Facility Element/Findings	Corrective Action Taken	Timeline	Responsible Person
Unisex Restroom 2nd door on right – Accessible signage on door to high.	Kern County Aging and Adult will ensure the door sign and wall sign shall be 60" above the floor (measured from the floor to the center line of the sign).	Completed by 10/30/09	Mark Johnson
Unisex Restroom 2nd door on right – Door pressure excessive at 10lbs.	Interior door will have 5 lbs. maximum pressure. Kern County Aging and Adult will periodically check to ensure ongoing compliance.	Completed by 9/30/09 Ongoing	Mark Johnson
Unisex Restroom 2nd door on right – Mirror base too high at 42"	Kern County Aging and Adult will ensure mirror will be at a maximum height of 40" from the floor (measured from the floor to the bottom base of the mirror).	Completed By 10/30/09	Mark Johnson